



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
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JANUARY - MAY 2023

Human Resource Manpower Plan for JAMMG Samgyupsal



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Overview of the Business

JAMMG Samgyupsal is a local Korean-inspired restaurant located at Alfonso, Cavite. The business started in 2022 when the Covid-19 pandemic subsided, and people started to choose restaurants to satisfy their food cravings after a long time of staying at home. The name "JAMMG" came from the initial first names of the owners of the business as it is a partnership business that is rooted in the friendships of the owners.

Samgyeopsal, a famous Korean meal, is made by grilling meat that has been marinated or seasoned. Samgyeopsal sauce, banchan, and lettuce are common accompaniments. As a result of online trends, it quickly gained popularity in the Philippines. The cuisine of Korea is often shown in Korean films and plays (Baclid, 2022)¹. Even during the

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pandemic, when everyone huddled inside their houses or condos, the samgyeopsal mania continued unabated. Pop culture is often seen as the catalyst for this phenomenon. Filipinos were quick to adopt Korean culture once its bright pop music was introduced in the late 1990s. When Korean dramas and films (known locally as "Korean novelas") began showing on Philippine television, it seemed like an invasion from another planet. Korean TV characters are likable, making it simple to adopt their fashion and makeup, while Korean pop music is catchy and memorable, making an impression on the Filipino audience.

The Samgyeopsal Dining Experience is a good fit for the Filipino market, especially among the younger generation. JAMMG Samgyupsal offers a complete set of Korean Samgyeopsal from its condiments to its main dish and not only the product itself but the experience. People were given a chance to join in and help prepare the meal. Customers at this restaurant are encouraged to prepare their own samgyeopsal and choose their side dishes and condiments. Guests who normally would not be competent chefs are transformed into experienced ones. Moreover, the business focuses on delivering a cheaper option for the masses as it is comparably cheap to other Samgyeop businesses.

2. Introduction

The Philippines has a severe shortage of skilled human resources professionals. Even though there are more people in the Philippines and more people joining the labor market every day, businesses are having trouble finding qualified candidates to fill unfilled jobs. Human resources professionals must safeguard the smooth operation of the business in the face of any threat, including infighting conflict. This duty exists independently of the specifics of the threat. They help your workers stay focused on their jobs by explaining the complexities of their benefits and verifying that everything is running well.

Human Resources Management Board is a broad term that encompasses several subfields within the study of business administration. Human resource management, abbreviated as HRM, is widely regarded as the modern replacement for older terms like personnel management, welfare management, and labor management. During the economic crisis of the 1980s, when globalization and the rapid pace of change brought on by technology intensified the strain on

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firms, a number of academics began taking a new look at the role of people in these settings. This occurred at a time when the economy was also failing. As stated by O'Riordan (2017)^{II}, a combination of this theory and others led to the development of what became known as a human asset among CEOs.

Supangco (2012)^{III} argues that in order for human resources to play a strategic role, the field should focus on value-adding activities through the use of automated information systems and should outsource the execution of jobs that provide little to no strategic value. It seems that most of the sampled organizations have not yet reaped the advantages of outsourcing HR activities that do not directly contribute to the success of the business. Payroll, benefits, outplacement, workforce reduction, and human resource information systems are not outsourced as often as training and development, according to the statistics. Human resource information systems (HRIS) have been widely used for keeping track of a wide range of employee-related data. This includes but is not limited to, personal records, payroll, benefits, time and attendance, and more. The most out-of-the-ordinary uses may be found in areas like recruitment, health and safety, and career development strategies. The purpose of this study is to compare and contrast HR practices and essential HR activities such as remuneration, staffing, and training and development across the two survey years. Human resources practices have changed and developed during the two voting periods, while others have stayed stable. There have been no major changes to the training procedures since 2003. There has been a general rise in the proportion of payroll expenses allocated to training as well as the number of training days allotted for management, professional and technical employees, and manual labor. However, there is no evidence to suggest that they make a difference. There isn't a universally accepted system of compensation on either the corporate or individual levels for the many personnel roles.

According to Pamis (2017)^{IV}, HRM may be better grasped when seen in the context of private foundations. Acquisition, evaluations, recruitment, and training of prospective employees are all common responsibilities of human resource management. In addition, HR is in charge of overseeing the management of personnel and the organization's benefits programs. Most private companies do this on a regular basis, and it's crucial to the health and growth of any business.

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Human resources, also known as human capital, are one of the most precious resources that can be discovered, developed, and kept in this way. Private businesses are the source of such resources.

JAMMG Samgyupsal is a local Korean-inspired restaurant that is planning to expand its operations and the business itself, and this paper covers a staffing plan for the company. As it plans to expand, the business is expected to confront with a variety of issues regarding its human resources. These challenges include retaining and attracting top talent, enhancing the skills of employees, and ensuring that it has enough personnel in the correct roles to meet its business objectives. Without a well-defined strategy, the business stands the risk of being overtaken by its competitors, suffering a reduction in its market share, and enduring high rates of employee turnover. In this study, we will discuss the reasons why JAMMG Samgyupsal needs an extensive human resources plan, as well as the steps that the business may take to ensure that it is employing the most qualified individuals possible.

The purpose of this paper shall respond to the following queries:

1. What is the current human resource management plan of JAMMG Samgyupsal?
2. How is the human resources manpower plan for JAMMG Samgyupsal fitted with the various Sustainable Developmental Goals?
3. What are the adjustments needed by JAMMG Samgyupsal in human resources manpower plan in order to achieve Sustainable Developmental Goals?

3. Staffing Management

A. Staff Acquisition or Recruitment and Selection

The value that a company's human resource generates is crucial in today's knowledge economy. In light of the intense competition in today's business world, companies are placing an emphasis on the recruiting and selection process, since their people are their most valuable resource (Rozario et. al, 2019)^v.

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Recruitment is the process of actively discovering, communicating, and gauging the interest of prospective employees. Subject to the size of the company, distinct members are in charge of recruitment. Big corporations employ groups of hiring professionals, whilst smaller ones might only utilize individuals. Several businesses also outsource with other organizations to handle their recruitment process.

JAMMG Samgyupsal uses an external type of recruitment. Businesses must cultivate and interact with a pool of possible employees as part of the time-consuming external recruitment process. According to Barcelos (2019)^{VI}, when a corporation has a job opening, it will conduct an external recruiting effort to find qualified candidates from outside the organization to fill the position. They must also post job descriptions on numerous job boards, connect with suitable people on social media, visit job fairs, and take part in a range of other activities. It's crucial to consider the benefits of recruiting individuals outside the organization. JAMMG Samgyupsal acquire staffs externally through their social media platforms, Facebook and Instagram.



B.
A Job Hiring Social Media Post of JAMMG Samgyupsal
C.



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The business follows the proper procedure of external recruitment in a step-by-step basis. As stated by Chan (1996)^{VII}, when looking for applicants from the outside, HR simply advertises the available jobs and contacts the most qualified ones to set up interviews. The responsibility is on the business to source candidates who will be a good fit both culturally and professionally. With that, JAMMG Samgyupsal takes the following steps:

1. Organization Meeting	- The organizing meeting is the first meeting of the business to agree on each mind about staff acquisition or recruitment of new employees.
2. Sourcing	- Sourcing is a tactic used by the business to acquire talent. HR take the initiative to post on Social Media platforms, communicate with applicants, and eventually hire individuals who they believe would be a good cultural and professional match for their organization.
3. Screening	- A job applicant's credentials and suitability for the position for which they have applied are evaluated throughout the screening process.
4. Deployment	- After the screening process, applicants may now sign their job contracts that indicates their time of work and other technicalities of the contract and be deployed to their positions.
5. Orientation	- Lastly, the now-employees will be oriented to their specific work. The purpose of employee orientation is to familiarize new employees with their roles, responsibilities, and the business culture.

D. Resource Calendars

Resource calendars provide the dual purposes of centralizing your resource pool and giving you a bird's eye view of

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everyone's bookings. The ultimate objective is to ensure that everyone receives an equal number of assignments and doesn't grasp more than they can handle (Viter, 2022)^{viii}. Utilizing a resource calendar, businesses can make sure that their project team is accessible for service when they must finish the task at hand. To ensure the project manager can assign them to tasks, it specifies who is available and when. It's significant to know the team's available working days, but it's also vital to know each member's profile. By enabling the project manager to immediately know who can accomplish which task, the profile helps with resource calendars. In other words, the profile displays skills and expertise. The calendar below shows an example of it.

Employee	Employee Availability	Leaves of Absence	National Holiday	Planned Work
Mark Agbulos	8 hours	4 days	5 days	15 days
Patrick Carpio	8 hours	12 days	5 days	15 days
Kobe Cruz	6 hours	9 days	5 days	22 days
Daniel Hernandez	6 hours	6 days	5 days	22 days
Steven Salvador	8 hours	2 days	5 days	15 days

E. Training and Talent Management

According to Ghosh (2021)^{ix}, One definition of talent management is "the systematic, organized, and strategic process of attracting and retaining high-quality talent with the goal of maximizing individual contributions to organizational goals. Management of training is the process through which an organization provides its workers with the education they need to do their jobs effectively.

In order to attract and retain talented workers, businesses need a talent management system in place. JAMMG Samgyupsal see training their employees as an investment in the development of a trained workforce that will benefit the business over time. Talent management, on the other hand, often entails the implementation of initiatives or the formation of groups with the goal of retaining workers by enhancing their satisfaction with the company's working conditions. With this, the business follows the four steps of Talent Management:

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1. Acquire	- Reputation Management, Hiring, and Orientation
2. Assess	- Analytics for talent, succession, and evaluations
3. Develop	- Practices about workforce strategy, company culture, employee engagement, and retention
4. Deploy	- Alignment of objectives, career road mapping, training, and performance evaluation

F. Development

Development is essential in a company because it fosters growth, advancement, and positive change while enhancing the standard of living for all parties involved. As stated by Seth (2022)^x, business development, in its most basic definition, consists of everything done to improve a business operation. Profitability may be improved through forming strategic alliances and expanding into new markets, and business development encompasses all of these things.

JAMMG Samgyupsal promotes growth by bringing in capital and creating jobs in the community. The business employs locals in the communities it serves, both as cooks and in support roles, providing a boost to the local economy. By helping locals make a living, JAMMG Samgyupsal contributes to the economic development of the areas it serves. It represents progress because it helps local economies thrive, satisfy the needs of its consumers, and makes people happier.

JAMMG Samgyupsal Develop Their Business Through	- Giving Opportunities to Undergraduates
	- Satisfy the Needs of the Consumers
	- Creating a Cheap Alternative Food Product for the Masses

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A. Performance Reviews

Performance reviews, also known as performance appraisals or performance assessments, are formal evaluations in which managers evaluate the performance of a staff member, identify strengths and weaknesses, offer feedback, and set targets for future performance. Historically, many organizations conducted annual performance reviews of all staff; however, an increasing number of businesses are moving towards performance reviews every six months or so (IceHrm, 2020)^{XI}.

JAMMG Samgyupsal have their employee performance review on a monthly basis so the owner and manager can assess who are the workers that are lacking on their performance or that who are the ones that can improve on their tasks and also assign them to different task so that the employee can excel on his strength.

JAMMG Samgyupsal's Performance Review	1. Interpersonal Review (the way the employees interact socially in the workplace)
	2. Performance Review (the performance of the employees on their works)

A. Recognition and Rewards

Motivating workers and demonstrating to them that their contributions are appreciated are two of the primary purposes that incentives and recognition serve in the workplace. Employees who successfully complete the responsibilities indicated in their job descriptions and achieve the goals they have set for themselves are often rewarded with extra salary as a sign of recognition and appreciation. In addition, rewards and recognition may be bestowed to a team for its achievements or for successfully accomplishing project-related goals (Reward and Recognition, 2022)^{XII}.

JAMMG Samgyupsal uses various types of rewards and incentives for their hard working and exemplary employees. They

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give cash rewards, performance incentives to the workers that excel in their job and also to have their employees special and sick leaves.

JAMMG Samgyupsal's Recognition and Rewards	1. Loyalty Award (min. of 2 years of consistent work)
	2. Best Employee Award (Monthly reward which is judged by the owners)
	3. Free Annual Benefits (travel and gifts)

A. Employee and Labor Relations

Employee and Labor Relations provide assistance to general management in the development, maintenance, and improvement of employee relationships. This assistance is provided via communication, performance management, the processing of complaints and/or disputes, as well as the interpretation and transmission of company policies. According to Ghosh (2021)^{xiii}, Employee and Labor Relations are primarily concerned with the prevention of and the resolution of issues affecting workers that come from or impact work settings.

JAMMG Samgyupsal promotes great employee relationship with their manager and owner as the owner is very hand on in her business and also like to talk to her workers personally with this she knows the inside problem that the workers are experiencing and also where they can improve and develop so the business can upgrade and be better.

JAMMG Samgyupsal's Relationship to Their Employees	1. Annual travel with the whole crew of the business.
	2. Promotes less overtime to the employees (last order for the business is 9 pm)

A. Health and Safety Risks Program

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According to Seth (2022)^{xiv}, workplace health and safety measures are designed to keep employees safe, reduce potential hazards, and keep the workplace in good condition. Every business has to have a health and safety plan for its employees. Consider the number of employees you have and any potential dangers they may face on the job to choose the best course of action.

The health and safety risks program of JAMMG Samgyupsal on their employees is safety hazards that use their training and also to wear gloves and masks so the food not be contaminated and also for the employee's safety also by maintaining the restaurant equipment and facilities.

JAMMG Samgyupsal's Health and Safety Program	1. Basic Hygiene of the Employees - Hairnet - Gloves - Mask
	2. Gas and Heat are regularly monitored and replaced
	3. Employees are ensured to - not have any sickness during their work time - and to not be overworked.

Recommendation

The business utilizes soft human resources management planning. The owners prioritize relationships to their employees and emphasize the empowerment to the workers. As mentioned by the owner, possible gas leaks and the everyday exposure to the heat can trigger the chemical hazards and may bring unfortunate events to the customers. As a new and upcoming business, we recommend the business JAMGG Samgyupsal to focus on their staffing management especially to the health and safety criteria to achieve Sustainable Development Goals. Furthermore, minimizing the risk of chemical

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hazard by implementing a pre-test of the gasses would be a recommendation from our group. We would like to commend the business as it has a well written system, and its functionality brings a fast paced dining to customers.

Acknowledgement

This paper would not have been possible without the consent of the business owner of JAMMG Samgyupsal. We are grateful to Ms. Alma Cruz for letting us create a Human Resource Power Plan that features their business. For the support of the staff that openly let us know their work information, we are forever grateful and will take care this information.

Our group are beyond thankful for this opportunity from our professor in Human Resource Management, Sir Leonardo Cada Jr., as he gives us the right skills and information to complete a Human Resource Power Plan paper. The lessons we have learned will surely be brought to our professional careers and we are extremely grateful.

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Appendix/Appendices

Business Owner-Participant Consent Form

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
Business Owner-Participant Consent Form


Title of the Project: HR Manpower Plan


- I, CRUZ, ALMA D. agree to participate in the interviews.
- I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
- I have had the purpose and nature of the study explained to me by the concerned students and I have had the opportunity to ask questions about the study.
- I understand that participation involves providing data and information necessary for the students to comply with their HR Manpower Plan Paper, a course requirement equivalent to Final Examination under the course Human Resource Management - MGT 1106.
- I understand that I will not benefit directly from participating in this interview.
- I agree to my interview being audio-recorded and/or pen and paper recorded.
- I understand that all information I provide for this study will be treated under the legal provision of Data Privacy Act of the Philippines.
- I understand that in any report on the results of this academic paper my identity will remain anonymous. This may be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of the people I speak about.
- I understand that any material data or information from any interview may be quoted in dissertation, thesis, conference presentation, published papers etc.
- I understand that signed consent forms, original audio recordings and written recordings will be retained in physical and online storage facilities such as websites and internet archives.
- I understand that under freedom of information I am entitled to access the information I have provided at any time while it is in storage as specified above.
- I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

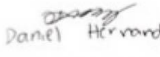
Name and signature of business-owner participant: ALMA D. CRUZ
Date: April 25, 2023

Names and signatures of students:


KOBE CRUZ
 1. CRUZ, KOBE DOMINIC D.


Patrick Carpio
 2. CARPIO, PATRICK JAMES S.


Salvador, Steven Hjorm S.
 3. SALVADOR, STEVEN JHORM S.


Daniel Hernandez
 4. HERNANDEZ, DANIEL ANGELO M.



Agbulos, Mark
 5. AGBULOS, MARK

Image 1: Consent Form

Virtual Interview

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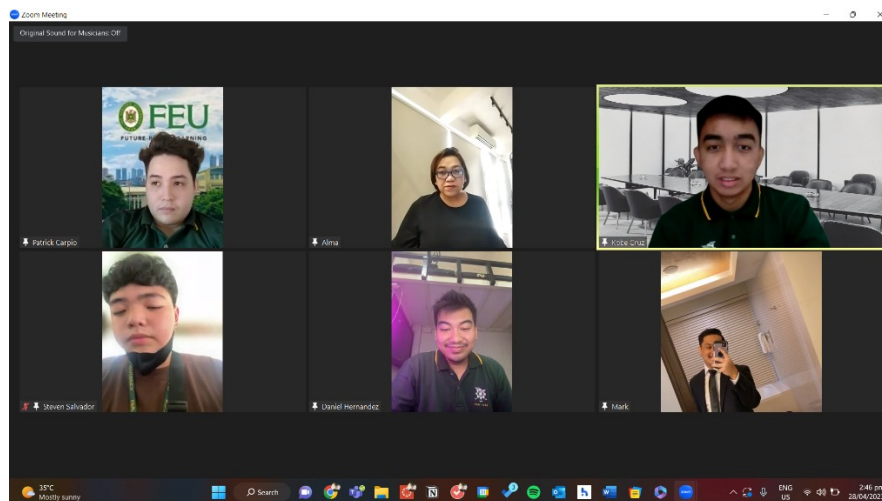
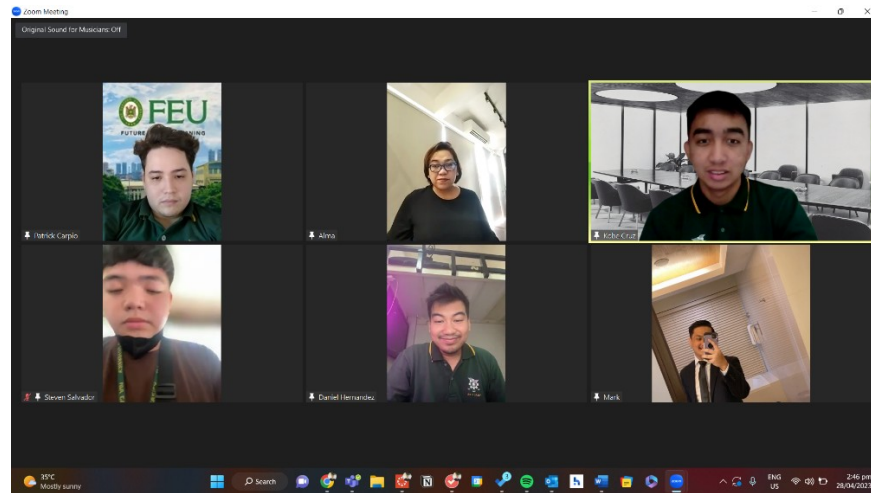


Image 2 & 3: Virtual Interview

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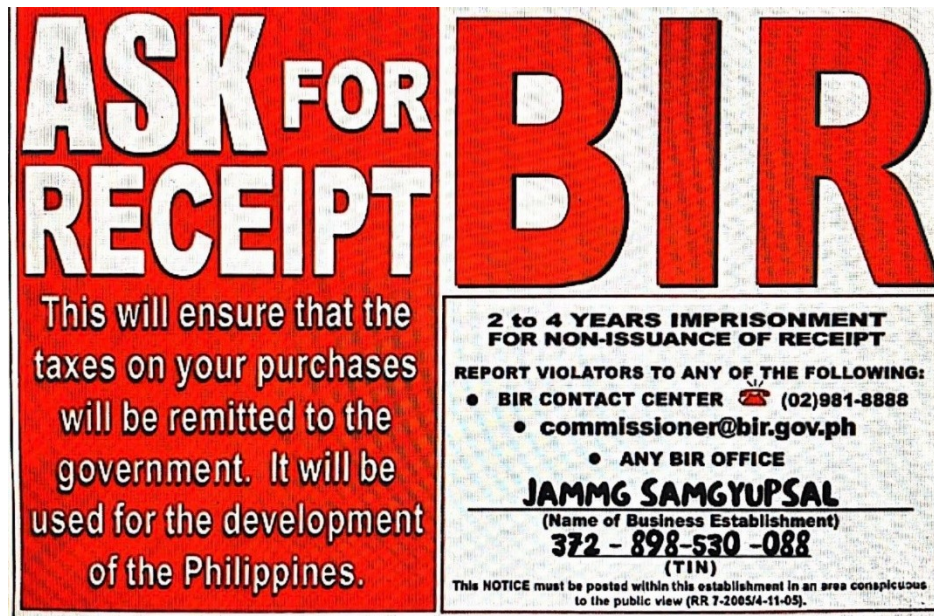


Image 4: Business Permit

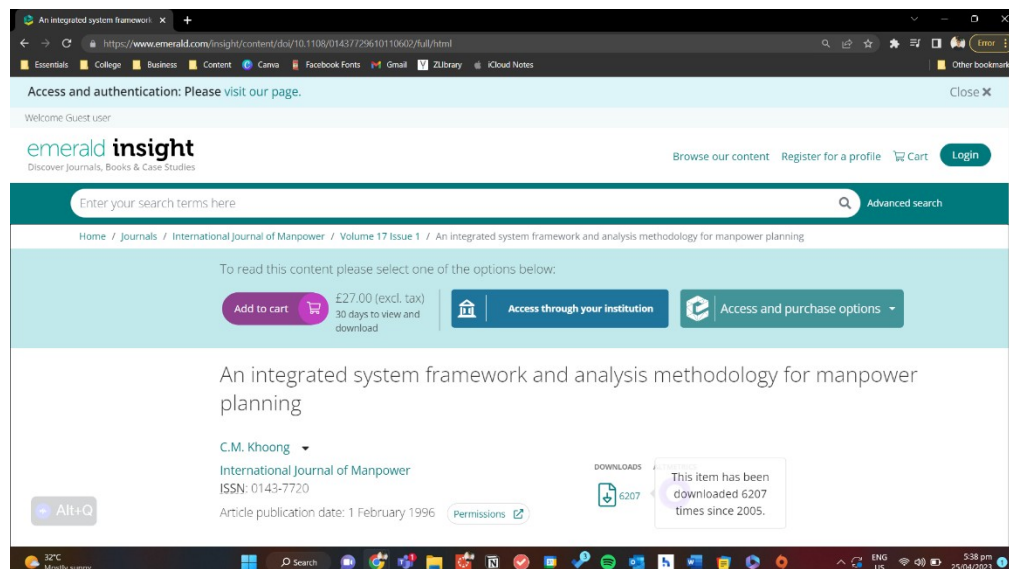


Image 5: Copy of the Related Research Study

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